BSBCRT611 Apply critical thinking for complex problem solving

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to apply critical thinking in order to develop solutions to complex issues arising in the workplace.

The unit applies to individuals who are required to think critically in order to develop structured and innovative solutions to overcome complex organisational issues. Individuals in these roles operate with a high degree of autonomy and may undertake non-standard work tasks involving escalated risks. These individuals are often responsible for a team or work area.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking & Problem Solving – Critical Thinking

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Scope problem solving process	1.1 Identify complex issue for resolution within scope of job role and in consultation with relevant stakeholders 1.2 Document task objectives and risks involved in pursuing identified issue 1.3 Research legislative frameworks and organisational policy or procedures applicable to identified issue 1.4 Calculate required resources and present to relevant stakeholders
2. Lead solution development process	2.1 Facilitate ideation session with relevant stakeholders 2.2 Evaluate formulated solutions for advantages and limitations

PwC's Skills for Australia

ELEMENT	PERFORMANCE CRITERIA
	using critical thinking techniques
	2.3 Apply decision-making processes to select most viable solution
	2.4 Prepare a brief on proposed solution according to organisational policy and present to key stakeholders
3. Refine solution for implementation	3.1 Develop a feedback register to systematically record feedback according to organisational requirements
	3.2 Refine proposal based on analysis of feedback
	3.3 Seek necessary approvals to implement solution

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Learning	• Evaluates own performance to identify opportunities for improvement • Makes a range of critical and non-critical decision in relatively complex situations, taking a range of constraints into account
Numeracy	• Interprets, analyses and presents numeric and financial information to identify patterns and trends
Oral communication	• Identifies and articulates ideas and requirements clearly and persuasively using techniques appropriate to audience and environment • Participates in a verbal exchange of ideas and elicits the views and opinions of others by listening and questioning
Reading	• Gathers, interprets and analyses textual information when developing the proposal and monitoring operational performance
Writing	• Communicates relationships between ideas and information, matching style of writing to purpose and audience
Planning and organising	• Systematically gathers and analyses all relevant information and evaluates options in order to monitor performance and identify opportunities for improvement
Technology	• Uses main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

No equivalent unit. New unit.

Supersedes but is not equivalent to BSBCRT601 Research and apply concepts and theories of creativity.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10